

## UPGRADE YOUR SET TOP BOX & BE DIGITAL READY\*



**MyStar HD™ High Definition Digital Recorder†**

Get the ultimate digital solution\* with MyStar HD. You can pause, rewind and record LIVE TV with up to 90 hours\* recording time. Plus you can enjoy the HD channels\*\* below as part of your AUSTAR package\*. And your local free to air\* HD channels too!

<p><b>STARTER PACK</b></p> <p><b>FOX8 HD</b></p> <p><b>W HD</b></p>	<p><b>SPORTS</b></p> <p><b>FOX SPORTS 1 HD</b></p> <p><b>FOX SPORTS 2 HD</b></p> <p><b>FOX SPORTS 3 HD</b></p> <p><b>ESPN HD</b></p>	<p><b>MOVIE NETWORK</b></p> <p><b>MOVIE ONE HD</b></p> <p><b>STAR PICS 1 HD</b></p> <p><b>STAR PICS 2 HD</b></p>	<p><b>SHOWTIME MOVIES</b></p> <p><b>showtime premiere HD</b></p> <p><b>showcase HD</b></p> <p><b>showtime action HD</b></p>	<p><b>LIVING</b></p> <p><b>UKTV HD</b></p>
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**MyStar™ Personal Digital Recorder‡**

You can pause, rewind and record LIVE Standard Definition channels including local free to air\*.

For information on pricing visit [austar.com.au/mystar](http://austar.com.au/mystar) or call **1300 MyStar** (1300 697 827) to subscribe.

## ADDITIONAL OUTLET

With so much on, it's hard to agree on what to watch. But with an Additional Outlet, everybody can watch what they want, for \$19.95 extra per month. If you **subscribe or upgrade to three or more Options or MyStar (or MyStar HD)** and you connect an Additional Outlet, you'll be eligible for this great offer\*:

- Free Installation and no charge on the Additional Outlet for the first month, plus
- \$7 discount off your bill each month

## YOUR ACCOUNT SERVICES

	<p><b>Online</b></p> <p>Manage your AUSTAR account online – upgrade your package Options, order a BOX OFFICE or Pay Per View event, pay your account and much more.</p>
	<p><b>Telephone</b></p> <p>Call our automated Xpressline service and follow the prompts for your enquiry.</p>
	<p><b>Need help using your AUSTAR?</b></p> <p>The AUSTAR Help Channel is available 24/7. Simply select <b>Channel 432</b> on your remote control.</p>
	<p><b>Got a query or some feedback?</b></p> <p>Email us at <a href="mailto:ask@austar.com.au">ask@austar.com.au</a> or fax to <b>1300 362 388</b>.</p>

### Additional service numbers

**BOX OFFICE** 132 159      **MAIN EVENT PPV Booking** 132 492  
**AUSTAR Mobile** 132 592      **AUSTARnet Internet** 132 532  
**Credit Card Payments** 1300 655 264

### How to order BOX OFFICE movie or Pay Per View online:

- Go to [austar.com.au](http://austar.com.au) and log into 'My Account'.
- Choose the BOX OFFICE or Pay Per View button.
- Choose the movie or event you want and click confirm.
- You'll receive confirmation of your order.

### How to order a Pay Per View event by phone:

- Call 132 492 and have your AUSTAR account number handy.

### How to order a BOX OFFICE movie by phone:

- Press [BOX OFFICE] on your remote control.
- Select the movie you would like to watch and press [select].
- If asked, enter your Parental Control PIN and press [select].
- Call **132 159** with the 6-digit code displayed on your screen.

**To change your package Options, simply visit [austar.com.au](http://austar.com.au) and click on 'My Account', or call 132 432 and say "change Options."**

Information correct at time of publication. Some channels not available in some building types. \*Not available to Live At Work customers. †May not be available in some buildings. ‡BOX OFFICE and MAIN EVENT available at an additional charge. \*GE Options refers to Living, Fun, Quest. \*Digital free to air black spots may exist. \*\*Minimum 3 month subscription to MyStar/MyStar HD. \*Minimum 30 days subscription. \*90 hours of SD content. \*HD sound and picture quality with an HD TV. -Offer ends 31/12/2011 and is available to all AUSTAR subscribers with a standard residential AO install. For any MyStar and MyStar HD AOs, usual monthly fees still apply. See [austar.com.au](http://austar.com.au) for any extensions. Subject to AUSTAR Customer Agreement.

# Time to enjoy.

Welcome to television that fits around your lifestyle.



AUS3889\_WELC\_0111



With so much to see and do on AUSTAR, no matter what you're in the mood for, you'll always find something you'll love. To help you get started, we've put together this essential guide that covers everything you need to know. Things like navigating the huge range of channels, using special interactive options, the incredible features of the AUSTAR website and, if you have MyStar, how to take control of your viewing, plus much more.

You can get up and running with our bite sized tips on the opposite page or find out more detail with the contents below. Ready to go? Then grab the remote, put your feet up and let the adventure begin.

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### Get extra help with the help channel

This guide will give you simple instructions on the features of AUSTAR but if you prefer to see how it's done, check out Channel 432 – AUSTAR's Help Channel available 24 hours a day, every day. Just press 432 on your remote and you'll find handy tutorials on just about everything that's covered with this guide. From using your remote control and the on-screen TV guide, to checking your account online or ordering a BOX OFFICE movie. Plus you can learn about the features of MyStar and MyStar HD as well as the interactive features available to you on selected channels.

**432**★  
Help Channel

## Dive right in

**Can't wait to get started?** Jump straight in with these quick tips to tell you what's on and when.

### Find it fast with the on-screen TV guide



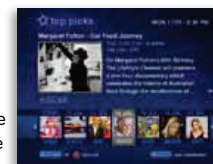
On-screen TV Guide

Pressing the **tv guide** button on your AUSTAR or MyStar remote will take you to a simple 7 day program guide where you can view shows by time, channel or genre (entertainment, movies, sport, news, music, etc). When you find what you want, just highlight it using the arrow buttons on the remote, then press **select**.

If you have MyStar HD you can also choose to view HD channels for both AUSTAR and your local HD channels<sup>^</sup>. It's the easiest way to find what you're looking for. For more details, turn to page 5.

### Turn on to Top Picks

This **FREE** tool provides must-see viewing suggestions. With up to 28 highlights updated regularly each day, you'll be able to enjoy the pick of the entertainment coming up each month. Check it out by pressing **top picks** from the on-screen TV guide or go to Channel 999.



### It's all happening online



AUSTAR website

Not at home? No worries. Register for a login at [austar.com.au](http://austar.com.au) and watch selected AUSTAR shows in your package online, or download them to watch later. What's more, you can search program listings with the Online TV Guide and, if you've got MyStar, can even set it to record from the website. Pretty handy.

While you're there, make sure you register for the **FREE** AUSTAR eNewsletter and you'll be emailed program highlights, AUSTAR tips, news and competitions every month.

### Flick through the AUSTAR magazine

The AUSTAR magazine is where you can get a comprehensive listing of the entire month, as well as interviews and entertaining stories on your favourite AUSTAR personalities and shows. Your first copy is **FREE**. After that, it's just \$3.50 per month to have the magazine delivered to your door. Turn to page 18 to find out how to add the AUSTAR magazine to your package.



<sup>^</sup>Some digital free-to-air blackspots may exist. ABC and SBS channels not available in some building types.



## Master your remote control

Super Rugby FOX SPORTS

## Find all your shows with the on-screen TV Guide

Selling Houses Australia

LIFESTYLE

### If you have AUSTAR or MyStar

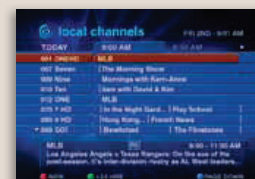
- 1 Power ON/Standby (switches between on and standby mode).
- 2 If you are in any application, this button returns you to normal AUSTAR TV viewing.
- 3 Launches AIR – AUSTAR Interactive Radio – over 30 uninterrupted digital radio channels.
- 4 Launches the on-screen TV Guide.
- 5 Launches 'Planner' where you can find the programs that you have recorded or booked to record, and any reminders that you've set.
- 6 Launches the AUSTAR ACTIVE menu for AUSTAR's range of interactive services.
- 7 Launches BOX OFFICE, where you can view what movies are showing and coming up.
- 8 Launches the 'SET UP' menu where you can customise your settings.
- 9 Pressing this button while watching TV launches the iSearch Banner where you can obtain more specific program information. When is again pressed it will launch the iBox which provides a more detailed program description.
- 10 Use these buttons to increase/decrease volume.
- 11 Use these buttons to move up or down through the channels.
- 12 Use these buttons to help you navigate through the on-screen menus.
- 13 Allows you to confirm a choice or make a selection.
- 14 Turns the sound on or off.
- 15 Press this button while watching TV to take you back to the last TV channel you were watching.
- 16 This button takes you to the AUSTAR ACTIVE menu, where you can access the on-screen help options.
- 17 Use to select the matching colour options shown on-screen.
- 18 These can change channels accordingly (eg. For channel 501 press 5 then 0 and then 1 in quick succession). If in an Interactive TV application these buttons will have varying functionality.

### Additional buttons for MyStar and MyStar HD

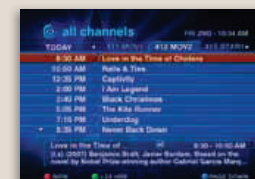
- 19 This button pauses the program you are watching or starts a "Live Pause" recording.
- 20 This button plays a recorded program you are watching.
- 21 This button rewinds the program you are watching.
- 22 This button fast forwards the program you are watching.
- 23 Records the program.
- 24 This button stops playback of the recorded program or exits to live TV.

MyStar and MyStar HD Remote Control

Searching for something to watch? Just press the button on your AUSTAR or MyStar remote control and your on-screen TV Guide will help you find what you're looking for. Plus it can give you a description of any show you choose, remember your favourite channels, even remind you when a show is about to start. Just follow the steps below and you're away.



On-screen TV Guide by TIME



On-screen TV Guide by CHANNEL

### Accessing your on-screen TV Guide

- Start by pressing .
- Use and to choose between the 'time' (which displays the time across the top of the channels down the sides as per the image) or 'channel' (which displays the channels across the top and the time down the side) tabs on the main menu.
- Use your and buttons to search for programs by genre (entertainment, movies, sport, news, music, etc.) or simply search all channels. If you have MyStar HD you can also select HD channels to view both the HD AUSTAR channels and your local HD channels.<sup>^</sup>
- Highlight your chosen program and if it's on now, you can go straight to it by pressing the .
- For a brief description of the program press once. To remove the program description press again.

### Handy hint

You'll find the on-screen TV Guide is simple to understand and easy to use, but if you would like more detail on its functions, the AUSTAR User Manual is available to download at [austar.com.au/support](http://austar.com.au/support). Simply jump online and type 'user manual' in the search field to locate it.

### Setting a program reminder

With so much on, it's easy to forget or miss a program. That's why AUSTAR has a function that allows you to set reminders. When you set reminders, a handy message will appear on the screen when the program is about to start.

- To set a reminder, go to your on-screen TV Guide and select the program, then press . A small icon will appear in the information box at the bottom of the on-screen TV Guide to indicate a reminder has been set.
- To cancel a reminder, highlight the program again and press . The small icon will disappear.

### Selecting favourite channels

You can also set channels as favourites so you can quickly flick between those channels you love to watch.

- To set your favourite channels, press , then press and follow the on-screen instructions.
- Once you have set your favourite channels you can jump between them by pressing whilst watching TV.

<sup>^</sup>Some digital free-to-air blackspots may exist. ABC and SBS channels not available in some building types.

## Online TV at [austar.com.au](http://austar.com.au) and more



Storm Chasers **Discovery CHANNEL**

## Recording programs with your MyStar



The Jesters Season 2 **MOVIE EXTRA**

### Get it all online

There's so much extra stuff available for you at [austar.com.au](http://austar.com.au). You can check out video trailers of upcoming highlights each month, find shows you might be interested in with the fully searchable Online TV Guide and find answers with handy customer support – but that's not all. Register for an online login at [austar.com.au/myaccount](http://austar.com.au/myaccount).

### Remote record with MyStar

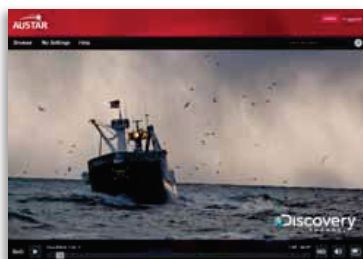
If you've got MyStar or MyStar HD this is a great trick for when you can't get home in time for your show. With the Online TV Guide, you can set your MyStar to record with the easy to use online recording buttons. Simply log in, find your show and click record. Brilliant.

### Tune in with AUSTAR AnyWhere®

If want to catch up on a show and have the internet handy, you can access heaps of programs online to watch straight away, or download to watch later\*. It's all part of the Online TV service, AUSTAR AnyWhere®, and what's even better news is that it's all provided **FREE†** as part of your AUSTAR subscription‡.



AUSTAR AnyWhere®, online TV menu



Watch your favourites online

### Web help

For everything you need to know about AUSTAR AnyWhere®, check out the support section on the website for quick and easy tutorials.

### Exclusive online TV channels

AUSTAR AnyWhere® also means you can access exclusive channel and simulcast programming on your computer. Offered as free extensions to selected packages, you can log in and tune in to these channels whenever you want, wherever you want:

Exclusive to online and free with the showtime movies package:

showtime  
**horror**

showtime  
**family**

Exclusive to online and free with the Movie Network package:

MOVIE **ACTION** MOVIE **COMEDY** MOVIE **DRAMA**

Exclusive to online and free with the Sports package:

**ESPN 360.com**

Simulcast and free with the Sports EXTRA package:

**SETANTA SPORTS**

**"Now that I've tried it, I'd never be without my MyStar HD. I love recording movies in HD - the image quality is amazing."**



If you don't have MyStar just give us a call to upgrade on **1300 MyStar** (1300 697 827) or visit [austar.com.au/mystar](http://austar.com.au/mystar) for more information.



### Setting up a recording

You have three recording options:

1. If you are watching the program you wish to record, simply press the **RECORD** button; **OR**
2. Go into the on-screen TV Guide by pressing the **TV GUIDE** button, highlight the program and press the **RECORD** button; **OR**
3. Whilst watching TV, press the **INFO** button to bring up the information box on the bottom of your TV screen. Scroll through using the **LEFT** and **RIGHT** arrow buttons to access programming information on NOW or NEXT. When you find the program you want to record, press the **RECORD** button.



Recording via on-screen TV Guide

### Adjusting the length of recordings

Sometimes programs run longer than scheduled or start late, so finish later. That's why we've developed a "buffer" option. With this handy buffer trick there's no need to miss the end of a show.

- Press **TV GUIDE** or **PLANNER**, highlight the program that has been set to record, press **RECORD** and follow the on-screen prompts.

Please note: Adding buffers to the end of shows will increase the likelihood of program clashes.

### Setting up a manual recording

If you wish to record a period of time, several programs, or there is no program information available for a particular channel, you can use the Manual Record function:

- To set up a manual recording, press **MYSTAR**, select 'MyStar Settings', highlight 'Manual Record', then press **MYSTAR** and from here simply follow the on-screen prompts.



### Cancelling a recording

To stop a recording for a program currently being recorded press the **STOP** button; **OR**

To cancel a future recording press **PLANNER**, highlight the recording you wish to delete within the BOOKED tab, then press the **DELETE** button.



## Recording local channels and watching your recorded programs

Tropfest **MOVIE EXTRA**

## How to find recorded shows and record a series on MyStar

Cake Boss Season 4

### Watching and recording local free to air channels\*

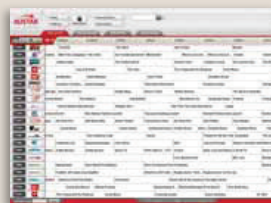
Did you know that when you have MyStar you can access and record both your AUSTAR channels and your local free to air (FTA) channels using your MyStar remote? If you have MyStar HD you can also view and record your local FTA HD channels. You can find all your local FTA channels listed in your on-screen TV Guide and you record them in exactly the same way as your AUSTAR channels.†



Recorded show will be stored in Planner

### Set a remote booking online

If it doesn't look like you'll make it home in time to watch or record your show, just go to the Online TV Guide at [tvguide.austar.com.au](http://tvguide.austar.com.au) to set a recording. Just login to the website, select your show, click 'record' and your show will be ready and waiting for you in the RECORDED tab in your Planner.



Record shows to your MyStar box from the Online TV Guide

### Watching a recorded program

To watch a recorded program, press **planner**, highlight the program you want to watch within the RECORDED tab and then press the **TV** button. You can start watching a program even if it's still recording.

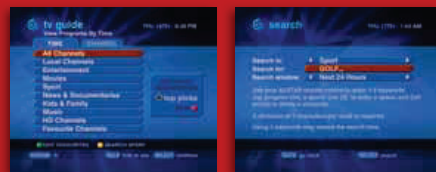
Once you've watched it, if you don't need to keep it, we recommend you delete it. Highlight the program in your Planner and press **delete**.



Watch Recorded shows by selecting them from Planner

### A new way to find your favourite shows

SEARCH is a brand new special feature, available only to MyStar subscribers, that helps you quickly and easily find the shows you're looking for. Simply head to the TV guide and press **SEARCH**. Enter your keyword and choose the time period you want to search in, then press **GO**. You'll be amazed how quickly your results appear. When you've found your show you can watch, record, series link or set a reminder for it.



**Handy hint** The support section at [austar.com.au/mystar](http://austar.com.au/mystar) features heaps of info about how to get the most out of your MyStar – from the Interactive MyStar and MyStar HD User Manual to FAQs and troubleshooting tips. And for even more support, check out the AUSTAR Help Channel on Channel 432.

"With Series Link, you just push the green button and it remembers to record every episode of your favourite show."

### Finding a booked or recorded program

Programs are automatically added to your Planner whenever you set a recording, set up a future recording or set a reminder for a program. Planner is divided into two easy to manage tabs: BOOKED and RECORDED.

To access Planner, press the **planner** button. Use **left** or **right** to switch between the BOOKED or RECORDED tabs.

#### BOOKED Programs

Programs that have a reminder set, or are booked to be recorded, can be found in the BOOKED tab of Planner. As soon as a program you have set to record begins recording, it will move from the BOOKED tab to the RECORDED tab in Planner.



BOOKED tab

#### RECORDED Programs

Programs that are currently recording, or have already been recorded, are found in the RECORDED tab in Planner.



RECORDED tab

### Automatically recording a series

When it's available, Series Link† allows you to record every episode of a series on the same channel with just a touch of a button.

#### Setting up Series Link

You can set a program to be Series Linked using either Planner or the on-screen TV Guide.

- Series Link using Planner: press **planner**, highlight the program from either the BOOKED or RECORDED tabs and then press the **TV** button; **OR**
- Series Link using the on-screen TV Guide: press **TV guide**, select the program you wish to record, press **TV** then press **TV** again and then the **TV** button.

You can even Series Link some shows on local channels.

Once a program has been Series Linked, a **TV** will appear in Planner and the on-screen TV Guide.

#### Cancelling Series Link

- To cancel Series Link using Planner, press **planner** to highlight the program from either the BOOKED or RECORDED tabs and then press the **TV** button.
- To cancel Series Link using the on-screen TV Guide, highlight the program, press **TV** and then press the **TV** button.

**Handy hint** To make sure your favourite recordings are not deleted by mistake, just use the 'Keep' function. To 'Keep' a program, just select it and then press **keep**. If you ever change your mind and want to delete it, just select the program and press **delete** again.

\*Some digital free-to-air blackspots may exist. ABC and SBS channels not available in some building types.

†Series Link not available for all programs. See [austar.com.au](http://austar.com.au) for details.

## Handy MyStar tricks



Shrek Forever After  
Premieres January 19

SHREK FOREVER AFTER™ & © 2010 DreamWorks Animation LLC. All rights reserved.



## AUSTAR's special events and movie premieres



Salt  
Premieres February 16

© 2010 Columbia Pictures Industries, Inc. and Beverly Hills LLC. All rights reserved.



"Pausing and  
rewinding live TV is  
great if someone  
misses a crucial bit."

### Handy hint

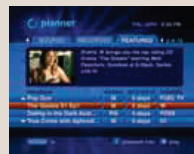
You can also use Series Link through Personal Planner.  
Select the program you'd like to Series Link, press and  
the next recording in the series will automatically appear  
in the same folder.

### Watch the best programs for FREE with Featured

Featured is a library of great shows selected weekly as some of the best from across  
the range of AUSTAR channels.

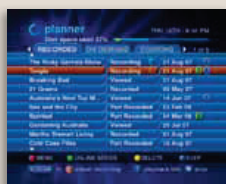
It's a great way to sample programs that may not be part of your package, see sneak  
peeks of upcoming programs, and uncover some hidden gems - all commercial free!

To access Featured, simply press PLANNER and use the arrow key to scroll  
across to the FEATURED tab.



### Organising your recordings

With the Personal  
Planner, you can  
organise your recorded  
programs into different  
folders, making them  
quick and easy to find.  
You could have a folder  
for each family member,  
or for different genres –  
like movies, or sport.



Personal Planner

#### To create a folder

- Go into the RECORDED tab in Planner. Press the button, select 'Folder Settings' and then 'Create Folder', name your folder using the keypad on your remote.

#### To use the Personal Planner

- Press the highlight the recording you want to move, and press the button. Then select 'Move to folder' and simply highlight and select the folder you want to put it in.

### Tricks for live TV

#### Pause live TV

With MyStar you can pause live TV for up to 60 minutes.

- Press the to pause. Press again to resume watching.

#### Rewind live TV

Instant Rewind allows you to rewind live TV.

- Press to rewind live TV. Press again to increase rewind speed. Press the to slow down rewind speed. Press to begin watching.
- To cancel live Pause or exit Instant Rewind and resume normal viewing, press .

### Skip through recorded programs at multiple speeds

With MyStar, you can fast-forward and rewind recorded programs at four different speeds – x2, x6, x12 and x30.

- When watching a recorded program, press until you reach the preferred fast-forward speed, and to decrease speed. Follow the same steps in opposite order when rewinding.
- You can also watch in slow motion by pressing during playback and then to slow motion forwards or for backwards. Press to return to normal.

### Enjoy BOX OFFICE movies at home

BOX OFFICE is the easy way to access movie titles premiering for the first time on Australian television.\* Each movie only costs \$5.95 and you can choose from a variety of titles. New movies are released every Wednesday.

#### How to find out what's showing:

Press the button on your AUSTAR or MyStar remote control or check out the AUSTAR magazine.

#### How to order a BOX OFFICE movie:

##### Online

- Go to [austar.com.au](http://austar.com.au) and login to 'My Account'.
- Choose the 'BOX OFFICE' button.
- Choose the BOX OFFICE movie you want to order and click the 'Confirm' button.
- You will receive confirmation of your BOX OFFICE order.

##### By Phone

- Press the button on your AUSTAR or MyStar remote control.
- Press to view the movie session times.
- Select the movie you would like to watch and press .
- If asked, enter your Parental Control PIN (see page 14) and press .
- Call 132 159 with the 6-digit code displayed on your screen.

### Special events – Boxing, Wrestling, Concerts and more

Take advantage of our Pay Per View service and grab front row seats to see the best boxing, wrestling, music and special events in the comfort of your own home.

#### How to find out what's showing:

Go to Channel 518, the MAIN EVENT Channel, to see what's coming up.

#### How to order a Pay Per View Event:

##### Online

- Go to [austar.com.au](http://austar.com.au) and login to 'My Account'.
- Choose the 'Pay Per View' button.
- Choose the event you want to order and click the 'Confirm' button\*.
- You will receive confirmation of your event.

##### By Phone

- Call 132 492 and have your AUSTAR account number handy.



### Handy hint

When you order a BOX OFFICE movie by phone, you can do so up to **12 hours in advance** – more time to get the popcorn ready!

### Adults Only

Adults Only programming is also available on a Pay Per View basis by pressing the , highlighting the 'Adult' Category and pressing to view the Adult session times. Alternatively, Adult programming can also be accessed on a monthly subscription basis.

\*BOX OFFICE is available at an additional charge to your normal subscription.





Press red for  
interactive features

NFL Super Bowl XLV ESPN



Press red for  
interactive features

The Hurt Locker MOVIE ONE

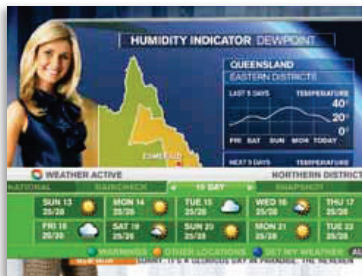


"Getting a weather report tailored to my region is great.  
It helps me plan my work and play around the weather."

Strap yourself in for an amazing interactive\* journey with the power of the button! From changing the camera angle while watching the cricket, to deciding what news story you watch, the button gives you a new level of control over your entertainment. Best of all, these services are available with both AUSTAR and MyStar and completely **FREE!**

### Trust the weather

While watching The Weather Channel (603), press to launch Weather Active. It will allow you to access 10-day weather forecasts; morning, noon and night forecasts; a comprehensive rainfall update; weather conditions and warnings plus much more! And best of all, it's tailored to your local area simply by entering your postcode with your AUSTAR remote.



### Choose your news

This 24/7 interactive news channel lets you choose which up-to-the-minute news stories you want to watch – from 8 different channels on display including Sky UK, Sport, Business, Weather, Showbiz and the headlines. To access this service, go to Sky News (Channel 601) and press .



**Handy hint** All of the interactive entertainment can be fun but if you get lost don't worry, simply press and you will be taken back to regular TV viewing.

### Choose your game

Available with NRL and Barclays English Premier League, Viewer's Choice\* lets you decide which game to watch live when there's a scheduling clash between must-see matches on FOX SPORTS. Look for the 'press red' icon on your screen and then press to activate and pick your game.



### Stats and more

The Analyser and Cricket ACTIVE\* are interactive services that add a whole new dimension to selected sports broadcasts on FOX SPORTS channels (look for the 'press red' icon on the screen). By pressing during the match, you get to call the shots – and choose the camera angle, audio options, view highlights, scorecards plus team and player stats, and the latest live statistics during the game.



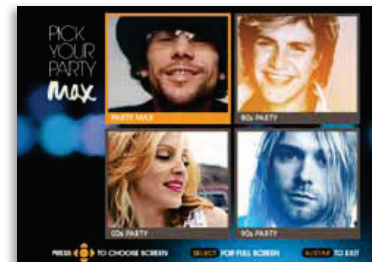
### More sports news

With FOX SPORTS News ACTIVE you can select the sports story that interests you the most and pull up a written summary. You can also watch up-to-the minute, in depth sports news covering all the major local and international sport anytime, around the clock. To access this service, go to FOX SPORTS News (Channel 513) and press .



### Extra specials

Enrich your AUSTAR viewing experience with just a touch of . On selected channels you will see a 'press red' icon which will allow you to access amazing interactive applications. Watch out for special applications like Pick Your Party MAX on MAX and V for Me on Channel [V].



\*Some interactive features are not available in some building types.

^Some ACTIVE and interactive applications are not available in some building types.

## Explore AUSTAR's special features

Sons of Anarchy – Season 3 **showcase**

What's special about AUSTAR are the additional features which will allow you to take control of what you watch.

### Looking after your kids

There are many ways you can keep an eye on what your kids are viewing – without always having to be in front of the TV.

#### 1. You can block AUSTAR TV programs based on their censorship classification. To set your Parental Control:

- Press **Setup**, highlight 'Parental Control' then press **Enter**.
- Highlight 'Classifications' then press **Enter**.
- Enter your 4-digit PIN using the number buttons. The default PIN is 1234 until you customise your own 4-digit parental PIN by selecting the 'Change PIN' option in the 'Parental Control' menu.
- Set your desired level of Parental Control according to the censorship classification by using the **Left** and **Right** arrows and then pressing **Enter**.

#### 2. You can prevent Adult titles from appearing on your on-screen TV Guide.

- Press **Setup**, highlight 'Parental Control' then press **Enter**.
- Highlight 'Box Office' then press **Enter**.
- Enter your 4-digit PIN, select 'Adult Options' and press **Enter**.
- Use the **Left** button to select the 'Hide' option and then press **Enter** to confirm.

#### 3. You can prevent unauthorised BOX OFFICE purchases with Parental Control.

- Press **Setup**, highlight 'Parental Control' then press **Enter**.
- Highlight 'Box Office' then press **Enter**.
- Enter your 4-digit PIN, select 'Purchase Pin' and press **Enter**.
- Use the **Left** button to select the 'Pin Required' option and then press **Enter** to confirm.



**"I knew AUSTAR had great TV channels, but all the awesome music on the interactive radio channels was a real bonus!"**

### For the hearing impaired

Closed Captioning is a service designed to help the hearing impaired. Using captioning, the audio portion of the program is displayed as text on-screen (like subtitles). Closed Captioning is available on **selected programs** on selected channels. Closed Caption programs are identified by a 'CC' symbol in the on-screen TV Guide and AUSTAR magazine listings.

- To activate Closed Captioning, just press **CC**.
- To turn the captions off, just press **CC** again.

### AUSTAR interactive radio

Your AUSTAR subscription includes access to up to 30\*\* ad-free digital audio channels dedicated to genres such as rock, pop, country, dance, classical, jazz and the blues – plus popular stations like ABC News Radio, SBS and Triple J. For the complete list of AIR channels, turn to the music section of your AUSTAR magazine.

- To access this service, simply go to Channel 830, press **Red** and pick your music.

### Changing the picture

The picture display function allows you to change how the program appears on your TV screen. You can choose from cropped, letterbox, postcard or widescreen so you can watch your favourite movie or TV program in the size that best suits your TV.

- To change your picture display, press **Picture** whilst watching TV and keep pressing until you find a format that suits.

\*\*Not all AIR channels are available in some building types.

## MyStar quick fix tips

ICC Cricket World Cup **FOX SPORTS HD**

## Box safety

With advanced technology like your MyStar box, you may occasionally experience a technical glitch. The majority of these can be solved quickly and easily by following the advice detailed here.

### Reset your MyStar box

To reset your MyStar, firmly push the front panel of MyStar to access the **[RESET]** button and hold the button for 5 seconds. This will automatically clear and reset the entire system. (This may take a few seconds.)

### To replace the batteries in your MyStar remote control

1. Hold the remote control face down in the palm of your hand and the buttons facing away from you.
2. With your other hand, push the release catch on the back down towards the floor whilst pulling the black cover towards you.
3. Carefully remove the old AA batteries.
4. Put the new batteries in, matching the marks + and –.
5. Put the cover back on, sliding the top part in and making sure the catch clicks in place.



### Reset your MyStar HD Box

To reset your MyStar HD, press and hold the On/Standby button for 10 seconds. This will automatically clear and reset the entire system.

### Re-boot your MyStar + MyStar HD

If you are unable to reset your MyStar or MyStar HD, we recommend you re-boot by turning off the power at the mains, and then back on after a minute. Please note that when you reset or turn the power off from the mains, programs currently recording will stop and scheduled recordings that are just about to start (e.g. within 10 minutes) for that period may fail to commence recording.

### Remember safety first

Important information about the safe use of your MyStar is set out in the **Remember Safety First** section of the MyStar User Manual found online in the Support section at [austar.com.au/mystar](http://austar.com.au/mystar) or available upon request. Please read this information before you use your MyStar.



## Your guide to troubleshooting

Handy Manny



The below troubleshooting guide will help you work through any glitches that you may experience.

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
<b>There is no sound (or poor sound) on AUSTAR TV and Radio channels</b>	Your set top box or TV may be muted.	Check that the volume and the mute buttons on your AUSTAR or MyStar remote control have no effect on the sound level. Double check all cabling is secure and correctly installed.
<b>Picture interference or a black screen</b>		Check you are on the correct channel on your TV or VCR. You may need to reset your set top box. See page 13 for instructions.
<b>'No Signal' displayed briefly, followed by 'Searching for signal at XXXXX MHz'</b>	The set top box has not been able to detect an AUSTAR channel or local channel signal.	You will need to reset your set top box. See page 13 for instructions.
<b>The set top box is on, but the picture on the TV screen is fuzzy or slightly out of focus</b>	Set top box not receiving mains power.	Ensure all leads are securely plugged in and that the power point you are using has power.
<b>The time showing on the front display is incorrect*</b>	Time zone is incorrectly set.	To adjust the time zone press the  button, use the  and  arrows to select 'Setup' then highlight 'Installation', highlight 'Decoder' and then select 'Time'. Use the  button to select your state.
<b>TV is only showing AUSTAR TV channels, not one or more of your local channels (which are broadcast terrestrially)*^</b>	'Free-to-air' antenna system has been disconnected or is faulty, or storm activity has damaged equipment.	Check all cabling is secure and correctly installed. Call your local channel broadcaster to ask about transmission problems.
<b>The channel numbers on MyStar's front panel display change but the picture on the TV remains the same*</b>	TV may not be tuned in correctly to the AUSTAR or local channels.	Check the channel settings under 'Important Tuning Information' on the inside of the front cover and ensure that the TV is tuned to the correct channel.
<b>Message appears saying 'Press SELECT to unlock this program'</b>	A parental lock has been enabled on this program, to prevent unauthorised viewing.	Use your Parental Control PIN to unblock the program.
<b>Unable to lock or change the program which has triggered my parental lock</b>	The classification has not been changed to 'No Lock'.	Follow the directions on how to set up parental blocking of programs as detailed in the 'Parental Control' section.
<b>Able to see a program that should be blocked by parental lock</b>	The parental lock has not been set correctly or you have forgotten to reset it after viewing part of the program.	Ensure that you have followed the directions given on how to set up your parental blocking of programs detailed in 'Parental Control' section.

\*MyStar set top box only.  
^MyStar HD set top box only.

## How to fix it yourself

Dog Whisperer Series 6

## On-screen error messages

You may come across some on-screen errors. Here are some of the common ones, their possible cause and suggested remedy. If there is an on-screen message displayed on your TV which is not shown here, please check the troubleshooting section on the previous page before contacting AUSTAR Customer Service on 132 432.

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
<b>E16* or E16-04* message appears on-screen</b>	You are trying to access a channel that you may not currently subscribe to or your subscription for this channel has expired.	To find out how to subscribe to additional package Options, turn to page 20. Otherwise this message could indicate you have a payment issue – have you remembered to pay your AUSTAR account?
<b>E52* or E52-32* message appears on-screen</b>	This indicates signal interference between the satellite and your receiving dish.	Sometimes storms or heavy weather may interfere with the signal passing between the satellite and your receiving dish. You will need to reset your set top box. See page 15 for instructions.
<b>E42* or E42-32* message appears on-screen</b>	A PIN code is required to view channels with this classification rating.	Press  to enter your PIN or choose another channel. If you are repeatedly asked to enter your PIN code, you may wish to lower the censorship classification setting in Parental Control. See page 14 for details.
<b>DT-E52-32* message appears on-screen</b>	No signal is being received for this channel.	This may mean your TV antenna needs to be adjusted or repaired or the local TV broadcaster may be experiencing technical difficulties with their transmission. For assistance, please contact your local antenna service provider or your local TV broadcaster.
<b>E04* or E04-4* message appears on-screen</b>	Your AUSTAR Smartcard is damaged or not properly inserted.	Check that it is an AUSTAR Smartcard you are using, that it is not damaged and that you have inserted it the correct way around.

\*Standard set top box only  
^MyStar and MyStar HD set top boxes only

## Handy hint

If you would like more troubleshooting tips, AUSTAR has a variety of support options online. Visit [austar.com.au/support](http://austar.com.au/support) to see how we can help.

